



## Town of Lexington, Massachusetts

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April 27, 2007

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Catrice C. Williams, Secretary  
Department of Telecommunications and Cable  
Two South Station, 4<sup>th</sup> Floor  
Boston, MA 02110

Dear Ms. Williams:

The Board of Selectmen of the Town of Lexington, as the Issuing Authority for cable television licensing in the Town, strongly opposes the petition filed on August 22, 2008 by Verizon New England Inc. ("Verizon") for Amendment of the Department of Telecommunications and Cable's ("the Department") Form 500 (Cable Operator's Annual Report of Consumer Complaints) to eliminate annual reporting of the number of its subscribers in individual municipalities. It is not clear why Verizon filed this petition after the Department denied a substantially identical petition filed by Verizon on January 31, 2007 and March 15, 2007<sup>1</sup>. Repeated filings of the same petition unduly tax the time and resources of Department and local officials in responding to these petitions.

Eliminating the total number of subscribers from Form 500, where the numbers of the operator's subscriber complaints and of subscribers suffering outages are listed, would make it more difficult for local officials to evaluate the seriousness of the complaints and outages as a fraction of the operator's subscribers. This evaluation lets officials determine when it is necessary to demand corrective action by the operator, providing subscribers with the service to which they are entitled.

Contrary to Verizon's claim, merely deleting total subscribers from Form 500 would not prevent interested parties from determining this figure. The amount of the local license fee paid to the city or town equals \$0.50 per subscriber, the amount of the state license fee equals \$0.80 per subscriber, and these fee amounts are public information. The main effect of this change would be to make the jobs of state and local officials more difficult, ultimately reducing subscriber service quality.

The Lexington Board of Selectmen hopes that the Department will again deny Verizon's petition and allow us to pursue our responsibilities to our cable subscribers.

Sincerely,

Norman P. Cohen  
Chairman

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<sup>1</sup> "RULING ON MOTIONS FOR CONFIDENTIAL TREATMENT." FILED BY VERIZON NEW ENGLAND, INC. Order of the Department of Telecommunications and Cable, dated June 7, 2007.